

DFSM Provider Training Schedule Second Quarter 2023

The Division of Fee-For-Service Management Provider Training Unit holds virtual training sessions for AHCCCS providers. All training sessions are held via ZOOM. To participate in a training session, providers must register in advance. Zoom training reminders are emailed via DFSM Email Alerts prior to the scheduled training. The training schedule is subject to change and participants will be notified of any changes via the DFSM Email Alerts.

[Subscribe To Receive DFSM Notifications](#)

April 2023	
Monday 4/3/2023 10:00-11:00 am Zoom Registration Link	<u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i>
Monday 4/3/2023 1:00-2:00 pm Zoom Registration Link	<u>Dental Claim Form Submission</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for dental providers.</i>
Tuesday 4/4/2023 09:30-11:00 am Zoom Registration Link	<u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy overview and how to submit a PA request for BHRF providers only.</i>
Wednesday 4/5/2023 10:00-11:00 am Zoom Registration Link	<u>IHS/638 Tribal Providers Billing The All-Inclusive Rate</u> <i>This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.</i>
Wednesday 4/5/2023 1:00-2:00 pm Zoom Registration Link	<u>Institutional Claim Form Submission</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews institutional claims.</i>
Thursday 4/6/2023 10:00-11:00 am Zoom Registration Link	<u>Participating Provider Reporting Requirements</u> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i>
Thursday 4/6/2023 1:00-2:00 pm Zoom Registration Link	<u>General Direct Care Agency (DCA) Worker Training: Audit Tool</u> <i>The purpose of this training is to provide an overview of the Direct Care Agency Audit Tool, which aims to help ensure the safety of members and the Quality of Care they are receiving.</i>

<p>Monday 4/10/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).</i></p>
<p>Tuesday 4/11/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)</u> <i>This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting.</i></p>
<p>Tuesday 4/11/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>AHCCCS Remittance Advice</u> <i>Understanding the Remittance Advice.</i></p>
<p>Wednesday 4/12/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Voids and Replacements of Claims</u> <i>Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider Portal, and a review of the timely filing requirements for claims.</i></p>
<p>Wednesday 4/12/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Checking a Claim Status using the AHCCCS Online Provider Portal</u> <i>How to verify the status of a submitted claim.</i></p>
<p>Thursday 4/13/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i></p>
<p>Thursday 4/13/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Professional Claim Submission (AHCCCS Online Provider Portal)</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews professional claims.</i></p>
<p>Monday 4/17/2023 09:30-11:00 am Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy overview and how to submit a PA request for BHRF providers only.</i></p>
<p>Monday 4/17/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> <i>How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</i></p>
<p>Tuesday 4/18/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>IHS/638 Tribal Providers Billing The All-Inclusive Rate</u> <i>This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.</i></p>
<p>Tuesday 4/18/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Third Party Liability (TPL)</u> <i>What is Third Party Liability (TPL) and things providers should consider regarding claim submissions when a member has TPL/Medicare.</i></p>

<p>Wednesday 4/19/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Behavioral Health Services Overview</u> <i>This training reviews general behavioral health services under the FFS program.</i></p>
<p>Thursday 4/20/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).</i></p>
<p>Thursday 4/20/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics</u> <i>The purpose of this training is to provide an overview of policy and billing requirements for DME, medical supplies, orthotics, and prosthetics.</i></p>
<p>Monday 4/24/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)</u> <i>This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting.</i></p>
<p>Monday 4/24/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Dental Claim Form Submission</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for dental providers.</i></p>
<p>Tuesday 4/25/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Documentation for Claims Submission and Concurrent Review</u> <i>This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review. NOTE: This training does not cover 'how to use' the Transaction Insight Portal.</i></p>
<p>Wednesday 4/26/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i></p>
<p>Wednesday 4/26/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Institutional Claim Form Submission</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews institutional claims.</i></p>
<p>Thursday 4/27/2023 09:30-11:00 am Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy overview and how to submit a PA request for BHRF providers only.</i></p>
<p>Thursday 4/27/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>General Direct Care Agency (DCA) Worker Training: Audit Tool</u> <i>The purpose of this training is to provide an overview of the Direct Care Agency Audit Tool, which aims to help ensure the safety of members and the Quality of Care they are receiving.</i></p>

May 2023	
Monday 5/1/2023 10:00-11:00 am Zoom Registration Link	<u>IHS/638 Tribal Providers Billing The All-Inclusive Rate</u> <i>This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.</i>
Monday 5/1/2023 1:00-2:00 pm Zoom Registration Link	<u>Office of General Counsel (OGC) Claims Disputes Overview</u> <i>An overview of what are valid claim disputes, ways to resolve disputes, the time frames involved, and edit denial reasons.</i>
Tuesday 5/2/2023 10:00-11:00 am Zoom Registration Link	<u>AHCCCS Remittance Advice</u> <i>Understanding the Remittance Advice.</i>
Wednesday 5/3/2023 10:00-11:00 am Zoom Registration Link	<u>Submitting Documentation using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).</i>
Wednesday 5/3/2023 1:00-2:00 pm Zoom Registration Link	<u>Checking a Claim Status using the AHCCCS Online Provider Portal</u> <i>How to verify the status of a submitted claim.</i>
Thursday 5/4/2023 10:00-11:00 am Zoom Registration Link	<u>IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)</u> <i>This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting.</i>
Thursday 5/4/2023 1:00-2:00 pm Zoom Registration Link	<u>Professional Claim Submission (AHCCCS Online Provider Portal)</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews professional claims.</i>
Monday 5/8/2023 10:00-11:00 am Zoom Registration Link	<u>VOIDS and Replacements of Claims</u> <i>Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider Portal, and a review of the timely filing requirements for claims.</i>
Monday 5/8/2023 1:00-2:00 pm Zoom Registration Link	<u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> <i>How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</i>
Tuesday 5/9/2023 10:00-11:00 am Zoom Registration Link	<u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i>
Tuesday 5/9/2023 1:00-2:00 pm Zoom Registration Link	<u>Third Party Liability (TPL)</u> <i>What is Third Party Liability (TPL) and things providers should consider regarding claim submissions when a member has TPL/Medicare.</i>

<p>Wednesday 5/10/2023 09:30-11:00 am Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy overview and how to submit a PA request for BHRF providers only.</i></p>
<p>Wednesday 5/10/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Verifying Member Enrollment/Eligibility (AHCCCS Online Provider Portal)</u> <i>The purpose of this training is to demonstrate how to confirm a member's enrollment and eligibility status by using the AHCCCS Online Provider Portal.</i></p>
<p>Thursday 5/11/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics</u> <i>The purpose of this training is to provide an overview of policy and billing requirements for DME, medical supplies, orthotics, and prosthetics.</i></p>
<p>Monday 5/15/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i></p>
<p>Monday 5/15/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Dental Claim Form Submission</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for dental providers.</i></p>
<p>Tuesday 5/16/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).</i></p>
<p>Tuesday 5/16/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Documentation for Claims Submission and Concurrent Review</u> <i>This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review. NOTE: This training does not cover 'how to use' the Transaction Insight Portal.</i></p>
<p>Wednesday 5/17/2023 2:00-3:30 pm Zoom Registration Link</p>	<p><u>IHS/638 Quarterly Billing Forum</u> <i>Discussion of policy updates, changes, or challenges AHCCCS and the IHS Facilities are experiencing.</i></p>
<p>Thursday 5/18/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Institutional Claim Form Submission</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews institutional claims.</i></p>
<p>Monday 5/22/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Voids and Replacements of Claims</u> <i>Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider Portal, and a review of the timely filing requirements for claims.</i></p>
<p>Monday 5/22/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>General Direct Care Agency (DCA) Worker Training: Audit Tool</u> <i>The purpose of this training is to provide an overview of the Direct Care Agency Audit Tool, which aims to help ensure the safety of members and the Quality of Care they are receiving.</i></p>

<p>Tuesday 5/23/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i></p>
<p>Tuesday 5/23/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Office of General Counsel (OGC) Claims Disputes Overview</u> <i>An overview of what are valid claim disputes, ways to resolve disputes, the time frames involved, and edit denial reasons.</i></p>
<p>Wednesday 5/24/2023 09:30-11:00 am Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy overview and how to submit a PA request for BHRF providers only.</i></p>
<p>Wednesday 5/24/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Behavioral Health Services Overview.</u> <i>This training reviews general behavioral health services under the FFS program.</i></p>
<p>Thursday 5/25/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>IHS/638 Tribal Providers Billing The All-Inclusive Rate</u> <i>This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.</i></p>
<p>Thursday 5/25/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Checking a Claim Status using the AHCCCS Online Provider Portal</u> <i>How to verify the status of a submitted claim.</i></p>
<p>Wednesday 5/31/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).</i></p>
<p>Wednesday 5/31/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> <i>How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</i></p>
June 2023	
<p>Thursday 6/1/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Third Party Liability (TPL)</u> <i>What is Third Party Liability (TPL) and things providers should consider regarding claim submissions when a member has TPL/Medicare.</i></p>
<p>Monday 6/5/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Voids and Replacements of Claims</u> <i>Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider Portal, and a review of the timely filing requirements for claims.</i></p>
<p>Tuesday 6/6/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i></p>

<p>Tuesday 6/6/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics</u> <i>The purpose of this training is to provide an overview of policy and billing requirements for DME, medical supplies, orthotics, and prosthetics.</i></p>
<p>Wednesday 6/7/2023 09:30-11:00 am Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy overview and how to submit a PA request for BHRF providers only.</i></p>
<p>Thursday 6/8/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Documentation for Claims Submission and Concurrent Review</u> <i>This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review. NOTE: This training does not cover 'how to use' the Transaction Insight Portal.</i></p>
<p>Monday 6/12/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i></p>
<p>Monday 6/12/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Institutional Claim Form Submission</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews institutional claims.</i></p>
<p>Tuesday 6/13/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).</i></p>
<p>Wednesday 6/14/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Office of General Counsel (OGC) Claims Disputes Overview</u> <i>An overview of what are valid claim disputes, ways to resolve disputes, the time frames involved, and edit denial reasons.</i></p>
<p>Thursday 6/15/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS Remittance Advice</u> <i>Understanding the Remittance Advice.</i></p>
<p>Monday 6/19/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i></p>
<p>Monday 6/19/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Checking a Claim Status using the AHCCCS Online Provider Portal</u> <i>How to verify the status of a submitted claim.</i></p>
<p>Tuesday 6/20/2023 09:30-11:00 am Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy overview and how to submit a PA request for BHRF providers only.</i></p>

<p>Tuesday 6/20/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Professional Claim Submission (AHCCCS Online Provider Portal)</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews professional claims.</i></p>
<p>Wednesday 6/21/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>IHS/638 Tribal Providers Billing The All-Inclusive Rate</u> <i>This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.</i></p>
<p>Wednesday 6/21/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> <i>How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</i></p>
<p>Thursday 6/22/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i></p>
<p>Thursday 6/22/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Third Party Liability (TPL)</u> <i>What is Third Party Liability (TPL) and things providers should consider regarding claim submissions when a member has TPL/Medicare.</i></p>
<p>Monday 6/26/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).</i></p>
<p>Tuesday 6/27/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)</u> <i>This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting.</i></p>
<p>Tuesday 6/27/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics</u> <i>The purpose of this training is to provide an overview of policy and billing requirements for DME, medical supplies, orthotics, and prosthetics.</i></p>
<p>Wednesday 6/28/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Dental Claim Form Submission</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for dental providers.</i></p>
<p>Thursday 6/29/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i></p>